

## Course Syllabus

**Course Title:** Medical Front Office

**Course Number:** MOSS 5500

**Course Description:** Introduction to basic administrative office skills. Topics covered will include medical terminology, patient confidentiality, scheduling, customer service, basic patient documentation, and basic billing as well as other administrative duties required by front office personnel.

**Hours:** 60

**Course Prerequisite(s):** High school diploma or equivalent, Knowledge of Microsoft Word

**Student Learning Outcomes:**

1. Demonstrate skills that relate to patient interaction including customer service and confidentiality.
2. Discuss privacy issues in the physician practice.
3. Explain the importance of safety, health, and security.
4. Identify ways to ensure accuracy of patient data to maximize reimbursements.
5. Apply knowledge of the various aspects of OSHA and the impact of risk assessment in the healthcare environment.
6. Discuss the career opportunities and professional organizations associated with a medical office assistant.
7. Identify the major precepts of medical ethics, medical law, and types of medical practices.
8. Schedule and monitor medical office appointments.
9. Demonstrate communication skills needed in the office environment including telephone communication, patient communication, and communication with coworkers.
10. Follow the correct procedures for preparing charts for daily appointments and supervising the completion of new patient registration forms.
11. Organize and maintain medical office files.
12. Prepare and process medical forms, reports, and correspondence.
13. Demonstrate accounting procedures required for a medical office, including billing and collections.

**Textbook(s):** (Contact bookstore for current edition and cost)

*Medical Office Procedures* – Connect Access Card, 8<sup>th</sup> Edition by Nenna Bayes  
McGraw-Hill

**Withdrawal Policy:** See the current *Career Skills Training* catalog for the tuition refund policy.

**Collin College Academic Policies:** See the current *Collin Student Handbook*. You are expected to complete your own assessments and discussion posts. If cheating or inappropriate sharing occurs, all parties involved will be denied any credit for that assessment, discussion post or assignment. The matter may be referred to the appropriate Dean for further action.

**Americans with Disabilities Act:** Collin College will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal opportunity. It is the student's responsibility to contact the ACCESS office, SCC-G200 or 972.881.5898 (V/TTD: 972.881.5950) to arrange for appropriate accommodations. See the current *Collin Student Handbook* for additional information.

**Meeting Location:** This totally online course is in Canvas and must be accessed through <http://www.collin.edu>.

1. To log in to CougarWeb, visit <http://www.collin.edu>
2. Your username is the first portion of your CougarMail / CougarWeb account, usually the first letter of your first name, your last name, and then a number.
3. Your password is the last 6 digits of your CWID (College-Wide ID).
4. Your class will appear in Canvas on the first day of class.

NOTE: You will not be able to access the class until classes officially begin. Allow reasonable time for students to be uploaded into Canvas. If you are new to Canvas or would like a refresher in its processes please view the [www.collin.edu/academics/ecollin/](http://www.collin.edu/academics/ecollin/) page.

If you receive a login error, please try a different browser, delete your cookies and try again.

**Attendance Policy:** Attendance in an online course is measured by submission of assessments and discussion postings. Students must complete all assessments and postings as directed in the time frame specified. Students are expected to monitor Canvas communications at least several times across each week. Time required to read all material and submit assessments and postings will vary according to individual skills....but still must be submitted on time.

### **Lesson Plan:**

**Week 1&2:** Course orientation, review Course Syllabus/Calendar  
Chapter 1: The Administrative Medical Assistant: tasks and skills, administrative medical assisting personal attributes, employment opportunities, work ethic and professionalism, professional growth and certification, interpersonal relationships.  
Chapter 2: Medical Ethics, Law, and Compliance: medical ethics, medical law, HIPAA, medical compliance plans and safeguards against litigation

- Week 3:** Chapter 3: Office Communications: An Overview of Verbal and Written Communication: the verbal communication cycle, nonverbal communication, written communication.  
Chapter 4: Office Communications: Phone, Scheduling, and Mail: telephone skills, scheduling, processing incoming mail and preparing outgoing mail
- Week 4:** Chapter 5: Managing Health Information: computer usage, the medical record, electronic health records (EHRs), medical terminology and abbreviations, technologies for data input, documentation formats, ownership, quality assurance, and record retention, filing systems.  
Chapter 6: Office Management: physical environment, types of management, the office manager's role, editorial research projects, travel and meeting arrangements, patient and employee education.
- Week 5:** Chapter 7: Insurance and Coding: insurance terminology, insurance plans: identifying plans and payers, participation and payment methods, diagnostic coding, procedural coding, coding compliance.  
Chapter 8: Billing, Reimbursement, and Collections: recording transactions, insurance claims, payments from patients, delinquent accounts.
- Week 6:** Chapter 9: Practice Finances: essential financial records, identity theft in the medical office, banking, payroll  
Chapter 10: Preparing for Employment in the Medical Office: searching sources of employment opportunities, completing an online and a traditional application, preparing a cover/application letter, preparing resumes, the interview, the follow-up contact letter
- Week 7:** Final Exam

Sessions listed are a guideline to indicate all topics that will be covered during your course. Do not plan your personal calendar based on these sessions. Your instructor will give you a calendar for your class that will indicate specific topics, labs, and days.

**Method of Evaluation:** Students must achieve a minimum of 75% final average in order to pass competencies.

**Expectations for taking an online course:** It is the student's responsibility to maintain computer and Internet access. In addition to expectations listed elsewhere, students are expected to keep a copy of all saved course work until the final grade has been posted, since electronic communications can fail or crash. This policy may allow resubmission of important items, if permitted by the instructor. If technology issues arise, students are expected to use Collin computers or other equipment for submitting work according to the schedule. In other words, a personal computer or Internet challenges are no excuse for failing to submit work on time. Students are expected to plan ahead concerning inquiries to allow for reasonable response time from the instructor. Students are expected to mark the weeks of the term on their personal calendars and to maintain a check list of work completed and grades received in order to self-monitor progress in the course. Remember that *online courses require the STUDENT to be self-disciplined* concerning course performance.

Students are expected to monitor email, Canvas, Assignments and the Discussion board several times weekly, every day is best, in order to maintain communications with your instructor and classmates. All Discussion posts must be read even if you believe they do not pertain to you.

**Computer Skills Needed:** You should know how to access a Web site when given an address (URL) or link, use features of your Web browser, download files, attach files to emails, and use MS Word processing software.

**Technical Support:** Technical support for Canvas is available 24 hours a day, 7 days a week, 365 days a year. You may contact technical support toll-free by calling 1-866-350-5119. In addition, online support is available through the [Canvas Online Support Center](#).

**Netiquette Expectations:** Expectations for online class involvement:

1. Allow a professor 48 hours to respond to all questions and inquiries during the work week. Instructors are not expected to work weekends; therefore, response time will be extended. Please plan your time accordingly. Requesting to turn in an assignment late, because you are waiting on a reply from your instructor will not be considered an acceptable excuse. Deadlines are deadlines and it is imperative you plan your time accordingly. Grades are usually posted one week after the due date.
2. Communication with instructors should be kept brief. State the problem concisely as well as how you would like them to help. Instructors should always be addressed in a respectful and professional manner. Making demands, criticizing, and “yelling” (writing in a bold font and in all capital letters) are not acceptable forms of communication and are against the Collin College statement of core values.
3. If the student has an issue with the class, the teacher should be contacted individually. It is not a student’s position to appoint themselves “spokesperson” for the class.
4. A student’s responsibility is to perform within the structure of the class. Any attempt by the student to change the structure of the class may be regarded as a violation of departmental and college policy.
5. It is in good faith that faculty and students engage in the learning process. It is expected that students perform in class with that philosophy in mind. Students are expected to make a good faith effort to read and understand the material and to engage in learning activities provided by the instructor